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Sheet 1 of 1 Attorney Docket Number 52493.000312

## U.S. PATENT DOCUMENTS

*Examiner Initials	Cite No.	DOCUMENT NUMBER Number - Kind Code (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
/G.M./	1.	US- 5195170	03-16-1993	Eberhardt	
	2.	US- 5615121	03-25-1997	Babayev et al.	
	3.	US- 5737728	04-07-1998	Sisley et al.	
	4.	US- 5943652	08-24-1999	Sisley et al.	
	5.	US- 5963911	10-05-1999	Walker et al.	
	6.	US- 6134530	10-17-2000	Bunting et al.	
	7.	US- 6324568	11-27-2001	Diec	
	8.	US- 6356880	03-12-2002	Goossens et al.	
/G.M./	9.	US- 20030005299	01-02-2003	Xia et al.	

## FOREIGN PATENT DOCUMENTS

*Examiner Initials	Cite No.	FOREIGN PATENT DOCUMENT		Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	TRANSLATION	
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## NON-PATENT LITERATURE DOCUMENTS

*Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published		TRANSLATION
		YES	NO	
/G.M./	10.	AKIBIA, CRM: Case Studies, Consulting: Clients, < <a href="http://www.polaris1.com/ecrm/casestudies/citibank/default.asp">http://www.polaris1.com/ecrm/casestudies/citibank/default.asp</a> >, printed 3/26/02, 2 pages		
/G.M./	11.	SIEBELFANS.COM, What is Siebel?, < <a href="http://www.siebelfans.com/More_on_siebel.htm">http://www.siebelfans.com/More_on_siebel.htm</a> >, printed 3/26/02, 3 pages		

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